for form 1449A/PTO Complete if Known INFORMATION DISCLOSURE **Application Number** 10/004,264 STATEMENT BY APPLICANT October 31, 2001 **Filing Date** (Use as many sheets as necessary) RECEIVED **First Named Inventor** Waterman, Scott 2165 **Group Art Unit** OCT 1 2 2004 Veillard, Jacques **Examiner Name** Technology Center 2100 Attorney Docket No: 1546.009US1 Sheet 1 of 1

		US PA	TENT DOCUMENTS			
Examiner initial *	USP Document Number	Publication Date	Name of Patentee or Applicant of cited Document	Class	Subclass	Filing Date If Appropriate
1.	US-2002/0027567A1	03/07/2002	Niamir, B. B.	345	738	04/03/2001
105	US-2002/0169834A1	11/14/2002	Miloslavsky, A., et al.	709	206	05/05/2000
/ V	US-2003/0028448A1	02/06/2003	Joseph, S., et al.	705	27	05/10/2001
1.5	US-5,412,804	05/02/1995	Krishna, M. M.	707	2	04/30/1992
Tiv	US-5,754,938	05/19/1998	Herz, Frederick S., et al.	455	4.2	10/31/1995
D.X	US-6,006,218	12/21/1999	Breese, J. S., et al.	707	3	02/28/1997
Aur	US-6,151,584	11/21/2000	Papierniak, Karen A., et al.	705	10	11/20/1997
- Mar	US-6,347,313	02/12/2002	Ma, W., et al.	707	3	03/01/1999
les	US-6,347,317	02/12/2002	Singhal, A. K.	707	10	10/02/2000
Test	US-6,359,633	03/19/2002	Balasubramaniam, S., et al.	345	760	01/15/1999
Parl	US-6,360,213	03/19/2002	Wagstaff, W. M., et al.	707	1	10/13/1998
7.4	US-6,430,558	08/06/2002	Delano, P. A.	707	5	08/02/1999
1/51	US-6,438,579	08/20/2002	Hosken, B. E.	709	203	07/14/2000
The same	US-6,460,029	10/01/2002	Fries, K., et al.	707	3	12/23/1998
The	US-6,546,388	04/08/2003	Edlund, S. B., et al.	707	5	01/14/2000
MN	US-6,556,671	04/29/2003	Beauvois, A.	379	265.02	05/31/2000
The	US-6,581,056	06/17/2003	Rao, R. B.	707	5	06/27/1996
Town	US-6,636,853	10/21/2003	Stephens, Jr., J. J.	707	10	08/30/1999
Tax	US-6,643,640	11/04/2003	Getchius, J., et al.	707	3	02/07/2002
Lx	US-6,687,696	02/03/2004	Hofmann, T., et al.	707	6	07/26/2001
hr	US-6,732,088	05/04/2004	Glance, N. S.	707	3	12/14/1999

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Foreign Document No	Publication Date	Name of Patentee or Applicant of cited Document	Class	Subclass	T²

	OTHER DOCUMENTS NON PATENT LITERATURE DOCUMENTS					
Examiner Initials*	Cite No 1	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item	1,			
IIIIIIais	NO	(book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.				

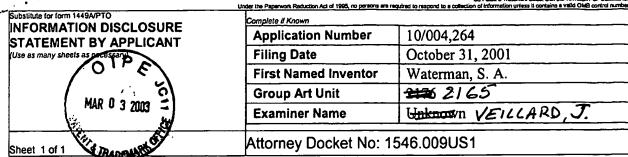
PTC/SB/084(10-0)
PTC/SB/084(10-0)
Approved for use through 10/31/2002, CMB 631-0031
US Paters & Trademark Officer U.B. CEPATIESMY OF CONSERVE
Insters required to respond to a collection of information unless it contains a valid QMB control number. Substitute for form 1449A/PTO Complete if Known NEORMATION DISCLOSURE STATEMENT BY APPLICANT 10/004,264 **Application Number** October 31, 2001 **Filing Date** (Use as magsheets as necessary) Scott A. Waterman **First Named Inventor** FEB 0 2 2004 **Group Art Unit** 2165 FEB_0 5 2004 **Examiner Name** Unknown VEILLARD IN Technology Center 2100 Attorney Docket No: 1546.009US1 Sheet 2 of 2

	OTHE	R DOCUMENTS NON PATENT LITERATURE DOCUMENTS	
Examiner Initials*	Cite No ¹	include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T²
1 V		"SCM - Theory of Customer Care, ProAmerica", (1996),28 pgs	
2~		"Support Connect", Web Page, (1998),	
S _V		"Survey Connect", Web Page, (1998),	
, v		"Using the Intelligent Miner in a Simple Scenario", Version 2.1.1, IBM, (April 1998),35 pgs	
<i>}</i>		MAGENNIS, MARK, "The Potential and Actual Effectiveness of Interactive Query Expansion", Annual Int'l. ACN-SIGIR Conf. on Research and Development in Information Retrieval, (1997),324-332	
} \		STODDER, DAVID, "Toward Universal Business Intelligence: An Interview with Janet Perna", (1997),6 pgs	

- Veilland **EXAMINER**

DATE CONSIDERED /- 13-05

PTC/SB/084/10-01
Approved for use through 10/31/2002, QAB 651-003
Lift Patent & Trademark Office; U.S. DEPARTMENT OF COMMERCI.



Examiner Initial *	USP Document Number	Publication Date	Name of Patentee or Applicant of cited Document	Class	Subclass	Filing Date If Appropriate
15	US-4,918,621	04/17/1990	Nado, Robert, et al	364	513	12/13/1988
lox	US-5,034,898	07/23/1991	Lu, S., et al	364	513	05/02/1989
1.4	US-5,404,295	04/04/1995	Katz, B., et al	364	419.19	01/04/1994
AV	US-5,568,640	10/22/1996	Nishiyama, T., et al	395	600	09/20/1994
N.v.	US-5,600,831	02/04/1997	Levy, A., et al	395	602	11/30/1994
Tax	US-5,625,748	04/29/1997	McDonough, J., et al	395	2.6	04/18/1994
Post	US-5,655,116	08/05/1997	Kirk, T., et al	395	601	02/28/1994
1.V	US-5,671,333	09/23/1997	Catlett, J., et al	395	20	04/07/1994
TV	US-5,724,571	03/03/1998	Woods, William	395	605	07/07/1995
Ort	US-5,768,578	06/16/1998	Kirk, T., et al	395	611	02/27/1995
O.N	US-5,794,050	08/11/1998	Dahlgren, K., et al	395	708	10/02/1997
Day	US-5,809,499	09/15/1998	Wong, A., et al	707	6	10/18/1996

FOREIGN PATENT DOCUMENTS						
Examiner Initials*	Foreign Document No	Publication Date	Name of Patentee or Applicant of cited Document	Class	Subclass	T²

	OTHE	R DOCUMENTS NON PATENT LITERATURE DOCUMENTS	
Examiner Initials*	Cite No 1	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T²
zv		BUCKLEY, J., "A Hierarchical Clustering Strategy for Very Large Fuzzy Databases", <u>IEEE Int'l Conf. on Systems, Man and Cybernetics</u> , Vol. 4 (1995), pp. 3573-3578.	
Zv		CHAKRABARTI, S., et al., "Scalable feature selection, classification and signature generation for organizing large text databases into hierarchical topic taxonomies", The VLDB Journal, Vol. 7, (1998), pp. 163-178.	
2v		LI, Wen-Syan, et al., "PowerBookmarks: A System for Personalizable Web Information Organization, Sharing and Management", Proc. ACM SIGMOD Int'l. Conf. on Management of Data, Vol. 28 (1999), pp. 565-567.	
20		TKACH, D., "Information Mining with the IBM Intelligent Miner Family", An IBM Software Solutions White Paper, (1998), pp. 1-29.	
gV		WONG, J., et al., "Action: Automatic Classification for Full-Text Documents", Association of Computing Machinery SIGIR Forum, Vol. 30 (1996), pp. 26-41.	

EXAMINER Jacques Veella of

DATE CONSIDERED /-/3-05

PTO/SB08A(10-01)
Approved for use through 10/31/2002, OMS 651-0001
US Peters & Traderium Office, U.S. DEPARTMENT OF COMMERCE
Index the Peperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a vetti OMS control number, Substitute (From 1449A/PTO INFORMATION DISCLOSURE STASEMENT BY APPLICANT and many sheets as necessary) Complete if Known 10/004,264 **Application Number** October 31, 2001 Filing Date Scott A. Waterman RECEIVED **First Named Inventor** 2165 **Group Art Unit** HINGER VEILLARDS, SEB 0 5 2004 **Examiner Name** Attorney Docket No: 1546.009US1 Technology Center 2100 Sheet 1 of 2

US PATENT DOCUMENTS							
Examiner Initial *	USP Document Number	Publication Date	Name of Patentee or Applicant of cited Document	Class	Subclass	Filing Date If Appropriate	
zv	US-6,434,550	08/13/2002	Warner, D., et al.	707	3	04/14/2000	

FOREIGN PATENT DOCUMENTS							
Examiner Initials*	Foreign Document No	Publication Date	Name of Patentee or Applicant of cited Document	Class	Subclass	T²	
γv	WO-97/38378	10/16/1997	Kirk, Thomas	G06F	17/30		
yv	WO-99/18526	04/15/1999	Ferguson, D., et al.	G06F 17/30	17/24		

	OTHE	R DOCUMENTS NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Çite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	Ť		
lγ		"(Kanisa) Intelligized Business Processes", (1998),12 pgs			
1 V		"About the Information Manifold", web page, 1 pg.			
) V		"FAQ - Connect Care by ProAmerica", (1998),3 pgs			
<i>1</i> ✓		"IBM Version 2 - Intelligent Miner for Data", (1998),2 pgs			
γ v .		"IBM Version 2.1 - Intelligent Miner for Data", (1998),2 pgs			
YV		"IBM's Data Mining Technology", (1996),25 pgs			
7V		"Industry Solutions: Markets and Applications", (11/19/1998),3 pgs			
)V		"Kana Communications - Success Story: eBay", (Nov. 1998),4 pgs			
. X V		"Kana Communications - Success Story: Netscape", 4 pgs No Date			
1~		"ProAmerica Connect Care - The First Customer Care Software", 12 pgs (No.)	oto		
V		"ProAmerica Redefines Customer Care with Visual Warehouse", <u>IBM,</u> (Feb. 1998),2 pgs			
7.5		"Quality Connect", Web Page, (1998),			
Div		"Sales Connect", Web Page, (1998),			

EXAMINER	Jacque	Veilland
----------	--------	----------